

CREATE A CREDIT MEMO

Line Level Detail



To create a credit memo from the line level of an invoice:

1. Click the **Invoice** tab
2. **Select** the invoice you just created.
3. On the invoice screen, click the **Create Line Item Credit Memo** button.
4. **Fill in** the information in the form of Credit Memo (the amount and taxes will automatically be negative). Make sure that the required fields marked with an asterisk (*) are filled in.
5. Click **Next**.
6. **Review** the Credit Memo.
7. Click **Submit**.
8. If you require further assistance, please do not hesitate to contact Air Canada's Supplier Enablement team by completing this [form](#).

The screenshot displays the SAP Business Network interface for creating a credit memo. It is divided into three main sections:

- Invoices (2):** A summary dashboard showing counts for various invoice statuses: Invoices (2), Rejected Invoices (0), Overdue Invoices - Not approved (0), Overdue Invoices - Approved (0), Invoices pending approval (2), Approved Invoices pending payment (0), Paid Invoices (0), and Draft Invoices (0).
- Invoice Details (541848415):** A table listing invoice details. The selected invoice is 541848415, issued to AIR CANADA on April 23, 2024, for an amount of \$450 CAD. The status is 'Acknowledged' and 'Sent'.
- Invoice: 541848415:** A detailed view of the selected invoice. It includes a 'Create Line-Item Credit Memo' button (marked with a red 3), along with options to 'Copy This Invoice', 'Cancel', 'Print', 'Download PDF', and 'Export cXML'. Below this is a 'Standard Invoice' summary table:

Field	Value
Status	Invoice: Sent
Routing	Routing: Acknowledged
Invoice Number	Invoice Number: 541848415
Invoice Date	Invoice Date: Tuesday 23 Apr 2024 4:49 PM GMT-04:00
Original Purchase Order	Original Purchase Order: PO3709
Submission Method	Submission Method: Online
Origin	Origin: Supplier
Source Document	Source Document: Order
Subtotal	\$500.00 CAD
Total Tax	\$0.00 CAD
Total Gross Amount	\$500.00 CAD
Total Discount Amount	\$0.00 CAD
Total Amount without Tax	\$450.00 CAD
Total Net Amount	\$450.00 CAD
Amount Due	\$450.00 CAD

Below the summary table, the 'Line Items' section (marked with a red 4) shows a table with one line item:

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL	Not Available	license		-50	EA	\$10.00 CAD	\$-500.00 CAD

At the bottom, there is a 'Discount' section with a 'Discount Amount' of \$-50.00 CAD and a 'Remove' button. There are also input fields for 'tag', 'locationNo', 'motorVehicleDNo', and 'unitNo'.